

## NCES Customer Service Survey

The following survey consists of a few short questions and takes less than one minute to complete. Your input is important to us.

The valid OMB control number for this information collection is 1800-0011.

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### How satisfied were you with the following aspects of the IPEDS Help Desk?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
Ease of contacting help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help desk response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How satisfied were you with the following aspects of the IPEDS survey on-line?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Ease of reporting IPEDS data on-line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance and usefulness of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How satisfied were you with each of the following postsecondary web data tools?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
IPEDS College Search Tool (COOL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IPEDS Peer Analysis System (PAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IPEDS Dataset Cutting Tool (DCT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Analysis System (DAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How satisfied were you with the following aspects of the postsecondary publications from the following surveys, NPSAS, BPS, B&B, and NSOPF?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
Ease of understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How satisfied were you with the following NAEP web data tools and data products?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
NAEP data tool / Data Explorer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NAEP questions tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NAEP restricted data sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How satisfied were you with the following aspects of the NAEP publications you have used in the last year?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used

Ease of understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How satisfied were you with the following aspects of the NCES publications you have used in the last year?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
Ease of understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How satisfied were you with the following aspects of the NCES data files you have used in the last year?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
Ease of understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How satisfied were you with the following experiences you have had with NCES services in the last year.**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
Timeliness of Response of Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Quality of Staff Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding information on nces.ed.gov	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Which of the following best describes your involvement in the field of education?**

- ☐ Policy Making  
☐ Supervision, administration, or management  
☐ Teaching  
☐ Research, evaluation, or testing  
☐ Curriculum development  
☐ Reporting  
☐ Other Please Specify

**Additional Comments**

Submit Survey

*Thank you for visiting nces.ed.gov*

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